

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of

Gee-Gwo Mei, et al.

Serial No.: 09/421,363

Group Art Unit: 2645

Filed: November 19, 1999

Examiner: Terry Teague

For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR  
AN INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Assistant Commissioner of Patents  
Washington, D.C. 20231

RECEIVED

JUL 11 2002

Technology Center 2600

**EXCESS CLAIM FEE PAYMENT LETTER**

Sir:

Transmitted herewith is an amendment in the above-identified application. The fee has been calculated and is transmitted as shown below.

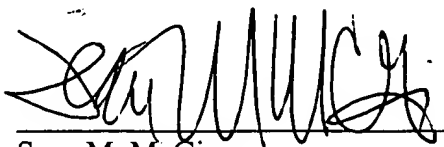
	<u>AFTER AMENDMENT</u>	<u>PREV. PAID FOR</u>	<u>EXTRA CLAIMS PRESENT</u>	<u>RATE</u>	<u>FEE DUE</u>
Total Claims	32 -	26	= 6	x \$18.00	\$ 108.00
Indep. Claims	4 -	3	= 1	x \$84.00	\$ 84.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT</b>					<b>\$ 192.00</b>

Please charge Assignee's Deposit Account No. 50-0510 the amount of \$192.00 to cover the excess claim fees. A duplicate copy of this sheet is enclosed.

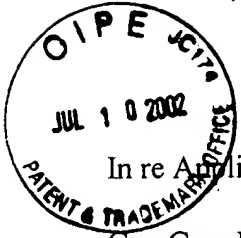
The Commissioner is authorized charge any deficiencies in fees and credit any overpayment of fees to Assignee's Deposit Account No. 50-0510.

Respectfully Submitted,

Date: 7/10/02

  
Sean M. McGinn  
Reg. No. 34,386

**McGinn & Gibb, P.C.**  
Intellectual Property Law  
8321 Old Courthouse Road  
Vienna, Virginia 22182-3817  
(703) 761-4100  
Customer No.: 21254



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For: SYSTEM AND METHOD FOR PERSONALIZING DIALOGUE MENU FOR AN  
INTERACTIVE VOICE RESPONSE SYSTEM

Honorable Assistant Commissioner of Patents  
Washington, D.C. 20231

**AMENDMENT UNDER 37 C.F.R. §1.111**

Sir:

In response to the Office Action dated April 10, 2002, please amend the above- identified  
application as follows:

**IN THE CLAIMS:**

A1  
26. (Amended) A system for personalizing an interactive voice response (IVR) system to  
reduce a number of key sequences to reach a desired source of information, comprising:  
a storage for storing a caller profile; and  
a retrieval unit for retrieving the caller's profile to construct a personalized IVR dialogue  
menu and play-out the personalized menu, wherein said retrieval unit is selectively interfaced  
with a network and a public switch telephone network (PSTN),

wherein said retrieval unit includes:

a telephone interface module for selectively interfacing with said PSTN and for  
selectively receiving a predetermined tone and a voice input from said caller via the PSTN,

said telephone interface module selectively transmitting at least one of synthesized and

stored voice messages to said caller via the PSTN,

07/15/2002 SCARRICH 00000001 500510 09421363

01 FC:102  
02 FC:103

84.00 CH  
72.00 CH